

COUNTY OF LOS ANGELES - DEPARTMENT OF MENTAL HEALTH
PROGRAM SUPPORT BUREAU

Departmental Quality Improvement Council Meeting

A G E N D A

September 10, 2012
9:00 – 10:30 a.m.
550 S. Vermont Ave., 2nd Floor Conference Room
Los Angeles, CA 90020

Martha Drinan, RN, MN, Chair

Carol Eisen, M.D., Co-Chair

I	9:00 - 9:05	Introductions & Review of Minutes	QIC Members
II	9:05 – 9:35	SA QIC Reports & Countywide Children's QIC Report	SA QIC Chairs/ Co-Chairs
III	9:35 – 9:40	Cultural Competency Report <ul style="list-style-type: none">➤ Cultural Competency Committee Update➤ Cultural Competency Summit Update	S. Chang Ptasinski
IV	9:40 – 9:50	Clinical Quality Improvement <ul style="list-style-type: none">➤ OMD Report➤ Psychiatrist Peer Review - Update	C. Eisen
V	9:50– 9:55	PRO Report	M. Williams
VI	9:55 – 10:15	SA 2 QI Champion <ul style="list-style-type: none">➤ Satisfaction Survey Toolkit	K. Salvaggio
VII	10:15 – 10:25	Update Provider Directory	V. Joshi
VIII	10:25 – 10:30	State DHCS Protocol Training	M. Drinan
		Announcements: Monday Holidays – October 8, (Dark) and November 12, 2012.	M. Drinan

Next Meeting

TBA
9:00 – 10:30 a.m.
550 S. Vermont Ave.
2nd Floor Conference Room
Los Angeles, CA 90020

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
QUALITY IMPROVEMENT COUNCIL (QIC) Minutes**

Type of Meeting	Departmental Quality Improvement Council	Date	September 10, 2012
Place	550 S. Vermont Ave., 2nd Floor	Start Time:	9:00 a.m.
Chairperson	Martha Drinan	End Time:	10:30 a.m.
Co-Chair Person	Carol Eisen, M.D.		
Recorder:	Maria Gonzalez		
Members Present	Alan Lert; Anahid Assatourian; Alex Medina; Bertrand Levesque; Debi Berzon-Leitelt; Don Gonzales; Gassia Ekizian; Jessica Wilkins; Kimber Salvaggio; Lisa Harvey; Lisha Singleton; Lupe Ayala; Marc Borkheim; Marcy Pullard; Maria Gonzalez; Mary Crosby; Melody Taylor Stark; Michael Tredinnick; Michele Munde; Monika Johnson; Rhiannon De Carlo; Sandra Chang Ptasiński; Stacy Atkins; Timothy Beyer; Trudy Washington; Vandana Joshi		
WebEx Participants			
Excused/Absent Members	Alyssa Bray; Ann Lee; Angela Kahn Carol Eisen; Doris Benosa; Emilia Ramos; Greg Tchakmakjian; Julie Agojo; Julie Valdez; Kari Thompson; Kimberly Floyde-Vanvelzen; Kimberly Spears; Kumar Menon; Leah Carroll; Leslie Shrager; Mary Ann O'Donnell; Michelle Rittel; Nina Johnson; Rashied Jibri; Sam Keo; Sylvia Guerrero		
Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Call to Order & Introductions	The meeting was called to order at 9:00 a.m.	Introductions were made.	M. Drinan
Review of Minutes	The minutes were reviewed and approved.	Minutes were reviewed and approved.	QIC Membership

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
SA QIC Liaison Reports	SA 1: A follow-up meeting was scheduled to go over the materials from previous QI/QA meetings. Members are starting to discuss possible QI project.	Next meeting: November 6, 2012.	D. Berzon-Leitelt
	SA 2 Adult: State Performance Outcomes Survey Training was conducted.	Next meeting: September 20, 2012. Will go over Dr. Joshi's presentation.	K. Salvaggio
	SA 2 Children: No report at this time.	Next meeting: October 18, 2012	M. Rittel
	SA 3: SA QIC members reviewed QI/QA previous documents.	Next meeting: September 19, 2012. Rob Ulrich from Compliance Office will present at next meeting.	M. Taylor
	SA 4: Dark in August.	Next meeting September 18, 2012.	A. Assatourian
	SA 5: Dark in August.	Next meeting: September 11, 2012.	M. Johnson
	SA 6: State Performance Outcomes Survey & Test Calls materials were discussed.	Next meeting: September 27, 2012.	S. Atkins
	SA 7: Dark in August. Test Calls & Surveys were completed.	Next meeting September 11, 2012.	L. Ayala
	SA 8: Dark in August. Test Calls & Surveys were completed.	Next meeting: September 19, 2012.	M. Munde

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Countywide Children's	Dark in September and October.	Next meeting: November 8, 2012.	L. Singleton
Cultural Competency Committee	<p>Dr. Chang-Ptasinski continues to work on the Translation and Interpreter Policy and Procedures. The current one (1) P&P will be re-written as three (3) separate P&Ps:</p> <ol style="list-style-type: none"> 1) Face to-Face Interpretation 2) Telephonic Interpretation 3) Translation <p>Dr. Chang-Ptasinski is also drafting cultural competency integration into the annual QI Evaluation Report to comport with state regulations and reflect the vision, goals and strategies of the Dept. for cultural and linguistic competencies.</p>	<p>Next meeting: September 12, 2012. 695 S. Vermont Ave., 15th Floor at 1:30 – 3:30 pm.</p> <p>The new additions will address how service access for underserved populations is being met including capacity building for these populations as well as future directions/activities.</p>	S. Chang-Ptasinski
IBHIS Ethnicity Categories	QID staff is currently working on a revised ethnicity list for IBHIS, based on ethnicity IS codes in order to capture more accurate and specific data for race and ethnicity, especially as related to underserved populations.	The re-classifying of ethnicity codes will better capture needed and detailed ethnicity information that fits the LACDMH – UREP and Cultural Competency populations. This data will assist the Dept. with continuing to build service delivery capacity and accessibility to better serve underserved and unserved populations.	QID Staff
Clinical Issues OMD Report	Defer to next meeting.		C. Eisen
PRO Request for Change of Provider Report	Defer to next meeting.		M. Williams

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
QI Champion SA 2 Consumer Satisfaction Survey Toolkit Update Provider Directories State DHCS Protocol Training 8/23/12 Announcement	<p>Ms. Salvaggio presented on the Consumer Satisfaction Survey Toolkit. Ms. Salvaggio provided a reference tool guide for completion of surveys. SA 2 consistently has excellent response rates and uses the consumer feedback data to report on and improve services.</p>	<p>Use of the SA 2 Survey Tool Kit was recommended for the use of effective strategies to improve the State Survey Response Rate. In turn data can be used for quality improvement outcomes.</p>	<p>K. Salvaggio</p>
	<p>An email was sent to Service Area Liaisons providing them with the web link to update their Service Area information in the Provider Directories. The Provider Directories are updated annually and are specific to each Service Area (8).</p>	<p>Deadline to submit any changes/updates is October 15, 2012. If you have any questions or concerns please e-mail Dr. Joshi at vjoshi@dmh.lacounty.gov</p>	<p>V. Joshi</p>
	<p>Ms. Drinan announced that the State (DHCS) System Review will be: 2/11/13 -2/14/13, and the Chart Review will be the weeks of: 2/25/13 and 3/4/13.</p>	<p>Diane Guillory is the DMH contact person for the State (DHCS) System Review and DonnaKay Davis is the contact person for the Chart Reviews.</p>	<p>M. Drinan</p>
Handouts	<ul style="list-style-type: none"> ➤ SA 2 Consumer Satisfaction Survey Toolkit ➤ State (DHCS) System Review Schedule ➤ State (DHCS) System Review Reasons for Recoupment 		
Announcement	<p>Next QI meeting will take place November 5, 2012</p>		
Next Meeting	<p>November 5, 2012</p>		

Respectfully Submitted,

Martha Drinan, RN, MN